



MAY 21 2004

TRANSMITTAL LETTER  
(General - Patent Pending)Docket No.  
6065-75339

In Reply to Application Of: Darryl Hymel

Serial No.  
09/505,318Filing Date  
02/16/2000Examiner  
Thong, V.Group Art Unit  
2142

Title:

ACD MULTI-MEDIA CUSTOMER CONTACT ROUTING WITH DELAY ANNOUNCEMENTS

TO THE COMMISSIONER FOR PATENTS:

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MAY 26 2004

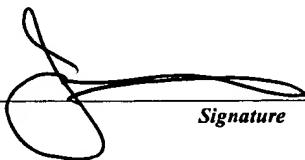
Transmitted herewith is:

Appellant's Answer to Examiner's Response  
Postcard Receipt

Technology Center 2100

in the above identified application.

- No additional fee is required.
- A check in the amount of \_\_\_\_\_ is attached.
- The Director is hereby authorized to charge and credit Deposit Account No. 03-2470 as described below.
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Dated: May 18, 2004

Jon P. Christensen  
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I certify that this document and fee is being deposited on 5/18/2004 with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

  
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